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UNHCR ACTIVITIES FINANCED BY VOLUNTARY FUNDS: REPORT FOR 1993-1994 AND PROPOSED PROGRAMMES AND BUDGET FOR 1995

PART I. AFRICA

Section 1 - Overview of Developments in Africa and Regional Special Programmes

(submitted by the High Commissioner)

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I.1 OVERVIEW OF DEVELOPMENTS IN AFRICA AND REGIONAL SPECIAL PROGRAMMES

General Overview

1. The year 1993 and the first quarter of 1994 witnessed the development of massive refugee crises in Burundi, Rwanda and Togo leading to the exodus of over one million persons. UNHCR and its partners have responded with emergency assistance, in each case under extremely difficult circumstances.

2. These disquieting events have, to some extent, been matched by more positive developments with regard to voluntary repatriation. The return of Mozambicans is in full swing, with 791,100 having returned by the end of 1993, and with some 500,000 more expected to have returned by the end of 1994. Notable in this repatriation operation is the attention given to areas of return through coordination of UNHCR's inputs in favour of returnees with those of other agencies in the context of the United Nations Office for Humanitarian Assistance Coordination (UNOHAC). Thus, it is hoped to ensure an enduring linkage between initial rehabilitation activities and longer-term development inputs to ensure a sustainable reintegration. Sustainability is a consistent theme running through the Office's repatriation operations in Africa.

3. Large scale voluntary repatriation programmes are being planned and implemented in the Horn of Africa where, taking advantage of the improved political climate, it is hoped that over one million refugees will be able to return home after, in some cases, decades of exile. In the period under review, over 280,000 persons have repatriated to Somalia, Eritrea and Ethiopia. However, unlike Mozambique, measures to ensure the sustainability of repatriation are not as well developed, although a promising structure exists in Eritrea. Local initiatives such as the cross-mandate programme in Ethiopia do, however, offer good lessons and potential for replication elsewhere in the region.

4. The threat of food shortages and famine in 1994 looms over many parts of Africa, particularly the Horn. The extent of the problem has been well documented and considerable resources mobilized to respond to it. It remains to be seen to what extent this problem, interacting with fragile economic and social infrastructures, will slow down the pace of repatriation, or engender new migrations.

5. Throughout the continent, African countries continued to admit and grant asylum to refugees, and to meet their basic protection requirements. In general, persons seeking safety in another country have not been rejected at frontiers and the right not to be returned forcibly to danger has been respected.

6. However, in the period under review, the burdens and challenges of observing these legal obligations on a humanitarian basis continued to be felt. The admission into the United Republic of Tanzania of some 250,000 refugees from Rwanda in a matter of days was a case in point. It was possible to grant asylum to this massive number of refugees only by accepting the heaviest strains on the local infrastructure: economic activities in the refugee hosting communities were

adversely affected as local food and commercial resources were exhausted to save and sustain the lives of refugees; natural resources were severely depleted in the desperate search for wood for fuel and shelter; public health was endangered as available sanitation facilities, potable water and medical service were outstripped by needs; and the central, provincial and local management capabilities of the Government were stretched to the limit. Nonetheless, there was no hesitation in extending these facilities to asylum-seekers.

7. The tragic developments which took place in both Burundi and Rwanda placed the safety of entire cross-sections of populations, including refugees, returnees and internally displaced persons, at great risk. In both countries, the almost total breakdown of law and order made flight to other countries the only viable option to those who had survived slaughter.

8. In the past, UNHCR has underlined the importance of responding to the humanitarian needs of internally displaced persons. It has increasingly shown its readiness to concern itself with their situation and has provided humanitarian assistance to them according to criteria of which the Executive Committee is aware. The above-mentioned events have underscored both the importance of these actions and the need for the international community to elaborate a system that will ensure the effective protection of all populations in situations such as Rwanda, thereby contributing to the prevention of refugee flows and the safeguarding of lives. In this way, the continued importance of the institution of asylum, refugee law and the mandate of UNHCR in protecting those who are forced to flee would be supplemented by a comprehensive system of protection for all populations that may be placed in danger.

9. In other parts of the continent, security considerations have posed the greatest constraint to more effective refugee protection. More and more refugee flows are taking place in circumstances of violence in which weapons circulate freely. While most of the refugees are not involved in this dangerous traffic, in several refugee-hosting areas, lawlessness constitutes a danger to the local population, the refugees themselves, government officials and humanitarian organization personnel. The measures which Governments feel obliged to take in these circumstances to restore or ensure security, law and order may not always be consistent with refugee protection and standards of treatment.

10. As a result of these and other factors, the Office continued to be concerned about the arrest and detention of asylum-seekers and refugees without charge or trial which occured in a number of countries. While in detention, several refugees were reported to have suffered serious violations of their human rights and to their physical integrity. There were also instances where their freedom of movement was severely restricted. Difficulty continued to be experienced by asylum-seekers who had crossed more than one country before lodging their asylum claims, since more and more countries are strictly implementing a 'first country of asylum' principle. Finally, an unacceptably high number of refugee women and girls were subjected to violations of their physical and social integrity through rape and other offenses.

11. The above-mentioned interconnection between refugee protection and other political, social and economic factors continued to preoccupy UNHCR, the Organization of African Unity (OAU) and the Governments involved. The main concern

has been that refugees are protected while due regard is also paid to the legitimate interest of States.

12. Advantage will be taken of the 25th anniversary of the adoption of the 1969 OAU Convention Governing the Specific Aspects of Refugee Problems in Africa and the 20th year since its entry into force to examine more closely these and other issues. As one commemorative activity, the OAU General Secretariat and UNHCR are jointly organizing a Symposium on African refugee issues, problems and challenges, to be held in Addis Ababa, Ethiopia, from 5 to 7 September 1994. The symposium is expected to be attended by representatives of OAU Member States, UNHCR Executive Committee Member States, relevant United Nations organizations, other intergovernmental and non-governmental organizations (NGOs) active in the humanitarian and human rights fields, as well as academics. The symposium will review the contribution that the OAU Convention has made to refugee protection and solutions in Africa and examine ways for its more effective implementation. It will also consider and make appropriate recommendations on the root causes of refugee crises and other forced population displacements in Africa; the protection and provision of assistance to refugees, returnees and internally displaced persons; as well as the promotion of comprehensive and effective solutions at the national, regional and international levels.

West Africa

13. During the reporting period, the number of refugees in the West Africa increased by at least 50 per cent. Continued insecurity in Liberia and Sierra Leone forced nationals of both countries to seek asylum on either side of their border, whilst others were compelled to cross into Côte d'Ivoire and Guinea. Communal violence, which erupted between two ethnic groups into northern Ghana in the first quarter of 1994, culminated in an exodus of some 10,000 into northern Togo.

14. The devaluation of the Communauté Franco-Africaine (CFA) franc by 50 per cent in January 1994 resulted in widespread civil unrest and exacerbated the security situation in all countries in the sub-region affected by this measure. It is anticipated that the situation will improve with the pledges of the Bretton Woods institutions and other donors to take measures to mitigate the effects of the devaluation.

15. Several countries in the sub-region continued their efforts to adopt or return to democratic rule. During the reporting period elections were held in four countries.

16. Attempts to find a peaceful and lasting solution to the Liberian problem, through the implementation of the Cotonou Agreement, continued. On the political side notable progress was achieved through the full installation of the Council of State of the Liberian National Transitional Government and the confirmation of three of the key cabinet portfolios by the Transitional Legislative Assembly. Elections are now set for 7 September 1994. The United Nations Observer Mission in Liberia (UNOMIL) team of 363 was fully deployed. The Security Council has now extended the mandate of UNOMIL until 22 October 1994. Reinforcement for the expanded Economic Community of West African States Monitoring Group (ECOMOG) was also provided, yet the pace of demobilization has been very slow. The emergence of

new factions, and continued fighting among and within warring groups only served to impede the full implementaiton of the Agreement and worsen the security situation.

17. The deteriorating security situation inside Liberia forced UNHCR and its partners to suspend relief activities for Sierra Leonean refugees in Upper Lofa county in December 1993. To date, activites have not yet resumed. UNHCR still does not have access to the Sierra Leonean refugees in Cape Mont and Bomi counties.

18. The security situation inside Sierra Leone also deteriorated during the reporting period, causing further displacement of the local population and returnees who were already living in overcrowded camps.

19. These developments have dashed all hopes for a mass organized repatriation to either Liberia or Sierra Leone during the course of 1994. UNHCR will, nonetheless, continue to provide assistance to the limited numbers of spontaneous returnees. In 1993, UNHCR assisted some 4,900 Sierra Leoneans and 161 Liberians to repatriate to their respective countries. UNHCR's country plans for the repatriation of Liberian and Sierra Leonan refugees are being revised.

20. Despite the convening of presidential and legislative elections, the situation in Togo did not improve sufficiently for UNHCR to be able to promote the voluntary repatriation of Togolese refugees from Benin and Ghana. UNHCR will continue to provide care and maintenance assistance to refugees in both countries.

21. As a large proportion of returnees and refugees are mixed with internally displaced persons in Liberia and Sierra Leone, UNHCR has been providing limited assistance to this last group.

22. The low rate of implementation of the 'Pacte Nationale' and growing insecurity in northern Mali have hampered the prospects for an organized repatriation programme. Organized repatriation of Malian Tuaregs from Mauritania, Algeria, and Burkina Faso may not take place this year. Nonetheless, a tripartite agreement between UNHCR and the Governments of Mali and Mauritania was signed in January 1994.

23. West Africa witnessed two new refugee crises during the first quarter of 1994. Ethnic clashes in northern Ghana forced some 10,000 Ghanaian refugees to cross the border into northern Togo, and caused the complete destruction of over 300 villages which resulted in the internal displacement of 150,000 persons. UNHCR mounted an operation to provide emergency relief assistance for a six-month period in Togo. At the request of the Ghanaian Government, UNHCR, in furtherance of its strategy of prevention, is contributing to the overall effort for assistance to the internally displaced in Togo. During the same period, about 1,000 refugees crossed from Cameroon into Borno State, Nigeria.

Central Africa

24. In 1993, the continuing war in Angola made it difficult for United Nations agencies, including UNHCR, to deliver assistance to the affected populations as planned. However, despite the resultant widespread insecurity, UNHCR, in line with the High Commissioner's March 1993 decision to extend assistance to internally displaced persons, managed to deliver some assistance to 112,000 returnees and

88,000 internally displaced persons in the returnee areas. The efforts undertaken by the Secretary-General's Special Envoy made it possible, as from the end of September 1993, for United Nations agencies to have access to all areas of the country, thus enabling the delivery of assistance to needy populations. Since January 1994, UNHCR has been continuing the provision of assistance to returnees and internally displaced persons and reinforcing its presence in the country.

25. The ongoing peace negotiations in Lusaka, Zambia, between the Government and the National Union for the Total Independence of Angola (UNITA) under the auspices of the Special Representative of the Secretary-General could determine the country's future political situation. The implementation of UNHCR's 1994 assistance programme for which an amount of $ 9.4 million was included in the February 1994 inter-agency consolidated Appeal for Angola (since revised to $ 10.2 million), will depend on the successful conclusion of the peace talks in Lusaka.

26. There are close to 11,000 Zairian refugees living in six different provinces in Angola. Owing to the prevailing situation, most of them had expressed their wish to go home. However, a large-scale organized repatriation operation cannot take place as the situation in Zaire remains precarious.

27. It has been decided to scale down UNHCR's presence in Cameroon at the end of 1994. Activities pertaining to refugees in Cameroon will be under the responsibility of the Regional Office for Central Africa in Kinshasa, with UNHCR project staff supervised by the United Nations Development Programme (UNDP) in Yaounde.

28. During 1993, continued political unrest in the southern parts of both Chad and the Sudan brought an influx of 19,468 Chadians and 5,581 Sudanese to the Central African Republic. An emergency programme was set up for Chadians at Boubou settlement, which, in 1994, was continued under care and maintenance assistance. In the first quarter of 1994, Bangui hosted negotiations between the Government of Chad and the leaders of the armed opposition with a view to possible repatriation.

29. The United Republic of Tanzania, which has received Mozambican refugees over the years with a major influx in the mid-1980s, expects to repatriate nearly 17,000 Mozambicans from the Lukuyu settlement during 1994. Many of those settled in the border areas have already begun to return home spontaneously. The democratic elections held in Burundi in June 1993 encouraged many of the old caseload of Burundi refugees to register for voluntary repatriation, and some 8,000 had returned to Burundi prior to the attempted coup on 21 October 1993. However, the tragic events which followed brought a new influx of 300,000 refugees to the north-western part of the United Republic of Tanzania, for whom a large-scale emergency operation was established. By February 1994, many had returned home and some settled with their compatriots in the border area, bringing the planning figure for Burundi refugees needing assistance to some 60,000. However, the killing of the Presidents of Burundi and Rwanda on 6 April 1994 triggered a new exodus of an average of 100-150 refugees per day crossing the Tanzanian border from Burundi. By the end of May, the outbreak of ethnic violence in Rwanda and the renewed civil war had also brought an estimated 370,000 Rwandese refugees to the same region of the United Republic of Tanzania, for whom emergency response measures have been undertaken.

30. Ethnic violence in both Burundi and Rwanda has also caused a large influx of refugees into Kivu province, Zaire. By the end of May 1994, it was estimated that more than 101,000 Burundi refugees and 11,000 Rwandese were being assisted under the emergency operation. The general instability in Zaire, particularly in Haut-Zaire, where UNHCR was assisting nearly 101,000 Sudanese and 17,000 Ugandan refugees, has made programme implementation troublesome, and has required staff to operate from the other side of the Ugandan border in Arua. Some 5,000 new arrivals from Sudan were accommodated at Biringi on new land allotted by the Government. The lack of a peaceful outcome to the negotiations between the Government of Angola and UNITA has handicapped preparations for the repatriation of Angolan refugees from Zaire, making it necessary to continue assisting them in both Bas-Zaire and Shaba province. Assistance has continued to be provided to some 4,000 Angolans from Cabinda in Pointe Noire, Congo, where an additional site has been allotted for new arrivals.

31. Despite the conclusion of the Arusha Peace Agreement in August 1993 between the Government of Rwanda and the Rwandese Patriotic Front as well as the temporary achievement of reconciliation, peace and tranquillity in Burundi, the outbreak of ethnic conflicts in the two countries led to massive external and internal population displacements. The report on these events and measures undertaken by UNHCR are covered below under the section entitled Burundi and Rwanda Emergency Operation.

Horn of Africa and East Africa

32. The United Nations intervention in Somalia managed to attenuate the major humanitarian crisis which characterized most of 1993. During 1993, UNHCR extended the cross-border operation from Kenya into the neighbouring region of Somalia from where some 80 percent of the Somali refugees in Kenya originated. The programme had two objectives. Firstly, to avert an outflow of refugees by providing the necessary economic security in Somalia for Somalis to remain at home rather than seek support in exile, and secondly, to create the necessary preconditions for Somalis to repatriate. The programme was successful in meeting both objectives - the outflow from Somalia had dwindled to virtually nothing by the latter part of 1993, and some 90,000 Somalis have been able to return home.

33. Politically, the situation in Somalia at this juncture remains uncertain. Talks in Nairobi between prominent political actors laid down a framework for political reconciliation but have not yet translated into detailed discussion and implementation on the ground. Should the reconciliation talks proceed smoothly, considerable potential exists for the resumption of repatriation from Kenya. Such talks must succeed if the interest of the international community, as represented by the Somalia Aid Coordination Body (SACB), is to be translated into reconstruction and development assistance. In January 1994, the United Nations Operation in Somalia (UNOSOM II) on behalf of SACB proposed a six-month plan of action aimed at initiating such assistance. This function has since been transferred to UNDP, who will take over from UNOSOM II and develop activities through the United Nations Development Office (UNDO).

34. UNHCR believes that rehabilitation and development activities should favour the areas to which refugees have successfully repatriated. Voluntary repatriation in itself is an indication of security and consensus in the region of return, and

that return should be consolidated and sustained. More specifically, the resumption of development assistance will contribute to the further return of refugees to stability.

35. In North-West Somalia, 1993 and 1994 saw the security situation improve considerably. In March 1993 UNHCR re-established a presence in Hargeisa and since that time has been developing, in coordination with the authorities and other agencies, a variety of rehabilitation and recovery activities aimed at enhancing the capacity of communities to absorb returnees from Ethiopia and Djibouti.

36. De-mining and demobilization remain major impediments to repatriation to North-West Somalia. UNHCR was active in promoting de-mining activities during 1993. However, in January 1994 this responsibility was handed over to UNOSOM II. As regards demobilization, attention is now focused upon a project to demobilize heavy weapon militia teams. By demobilizing this group and removing heavy weaponry from the community, security will be further enhanced, thereby improving the prospects for voluntary repatriation.

37. Furthermore, it is hoped that peace and reconciliation conferences in North-West Somalia will remove remaining political and other obstacles to repatriation, particularly to those areas where territorial disputes complicate matters.

38. During the period under review, some 44,000 Ethiopians returned to Ethiopia from refugee camps in northern Kenya, thus drawing that refugee situation to close, and some 23,000 from the Sudan. UNHCR is assisting their reintegration within the context of the cross-mandate approach of various agencies. During the course of 1994, it is anticipated that a further 20,000 Ethiopians will repatriate from the Sudan.

39. There was little progress in Djibouti in the planned repatriation of some 10,000 Ethiopians who, although already screened and cleared by the Ethiopian authorities, have not yet been given the green light to return. Similarly, some 17,400 Somalis from North-West Somalia remained in camps benefiting from care and maintenance assistance. UNHCR has begun to relocate in camps a further 25,000 Ethiopians and Somalis currently living mainly in the capital city. However, the main objective remains repatriation and it is hoped that the planned North-West Somalia reconciliation conference will clear remaining obstacles to return.

40. In Kenya, the influx of Somali and Ethiopian refugees virtually ceased, with significant numbers from both groups having repatriated. Sudanese refugees, however, continued to arrive and now number some 40,000. A particular feature of this group is the large number of unaccompanied youths and minors. For the Somali caseload repatriation has enabled the closure and consolidation of camps. The camps in Habaswein, Mandera and El Wak are already closed, and Liboi is to close shortly. Repatriation and enumeration has reduced the Somali planning figure from 400,000 to 220,000.

41. Refugee women and girls are frequent victims of rape in the Somali camps in Kenya and surrounding region - some 300 cases were reported in 1993. During 1993 UNHCR developed a special programme for women victims of violence which took steps to secure their physical protection through the fencing off of compounds and the

provision of legal, medical and psychological counselling and treatment to them. Security equipment such as radios, vehicles etc. have also been provided to the police force to supplement other assistance designed to increase their ability to respond to security problems. As a result of the programme, such attacks against women have declined markedly.

42. In view of the limited donor response to the Department of Humanitarian Affairs (DHA) Programme for Refugees Reintegration and Rehabilitation of Resettlement Areas in Eritrea (PROFERI), which foresees the repatriation and reintegration of some 500,000 Eritreans from the Sudan over a three-year period, the Government of Eritrea decided to embark on a pilot project for the return and integration of 20,000 Eritreans from the Sudan. In December 1993 UNHCR participated in a UNDP-led mission to prepare the plan of operations for this project. UNHCR reiterated its commitment to take responsibility for the repatriation, reception and initial integration components of the project and to include a number of quick impact projects (QIPs) to facilitate the integration of returnees.

43. It is expected that the signing of a Memorandum of Understanding between the Government of Eritrea and UNHCR will encourage the repatriation of Eritrean refugees in the Sudan. The pilot programme is anticipated to commence after the rains in September this year.

44. The situation in Uganda with respect to refugee influxes is precarious. Over 200,000 Sudanese refugees, many of whom are direct victims of military activities in south Sudan, have sought asylum. The Ugandan authorities have offered additional land for transit and resettlement sites to disperse the caseload into more manageable groups. The situation in the Sudan and its effect on civilians is well known. Less well known is the possible effect of events developing in Zaire, where lack of effective government and sporadic lawlessness may lead to a humanitarian crisis. While events in Rwanda did not affect Uganda as dramatically as they did other countries in the region, Uganda's border with Rwanda remains an area of uncertainty. Significant funding will be required to cover the movement of the refugees to the newly-identified sites as well as to cover costs of setting up basic infrastructure. Ugandan refugees in Zaire have expressed their wish to repatriate and plans are now advanced to repatriate 10,000 in 1994 out of a caseload of 20,000.

Southern Africa

45. A Basic Agreement was signed between the Government of South Africa and UNHCR on 6 September 1993. The Agreement created the necessary conditions for UNHCR involvement in providing protection to genuine asylum-seekers and promoting the repatriation of those Mozambicans deemed to be of concern to the Office. As a result, a tripartite agreement providing for the orderly and voluntary repatriation of Mozambican refugees was concluded between the Governments of South Africa and Mozambique, and UNHCR, on 15 September 1993. Similar agreements were also signed, in 1993, between the Government of Mozambique and the Governments of Swaziland, Zimbabwe, Zambia and the United Republic of Tanzania in 1993. The Tripartite Agreement with Malawi was signed in 1988.

46. A status determination exercise amongst Mozambicans in South Africa was carried out in November 1993. A joint Government/UNHCR/NGO team conducted a repatriation needs assessment of most refugee hosting areas in north-eastern Transvaal and Winterveld. It is anticipated that close to 250,000 Mozambican refugees could require UNHCR assistance to repatriate. The planned organized repatriation of 100,000 refugees during 1994 started in January. By April 1994 over 5,000 had repatriated.

47. The spontaneous repatriation of over 400,000 refugees from Malawi has had an impact on the programmes in both Malawi and Mozambique. The introducion of pluralism in Malawi has ushered in positive changes. The dismantling of laws prohibiting certain religious practices, abolishment of detention without trial and the referendum held in the first part of 1993 are among the positive developments in Malawi during 1993 and the first quarter of 1994.

48. In Zimbabwe, some 135,000 Mozambican refugees were settled in five camps. During 1993, 10,000 refugees repatriated in organized convoys and some spontaneous returns were also noted. In 1994 it is planned to repatriate a further 90,000, and the remaining refugees are expected to return in 1995.

49. From Zambia 2,500 Mozambicans repatriated in late 1993. The target for 1994 is an organized repatriation of 18,000 refugees. As Mozambicans are largely self-sufficient through food production in agricultural settlements, it is anticipated that repatriation will commence after the crop harvest in July 1994.

50. Some 24,000 returnees, who arrived in organized convoys, mainly from Swaziland, Zimbabwe and Zambia, had been assisted to reintegrate by the middle of December 1993. At the same time, UNHCR continued to expand its field presence in returnee districts in Mozambique so as to monitor the repatriation process and take appropriate action to facilitate the reintegration of returnees in close cooperation with UNOHAC. By April 1994, the Government had registered over 880,000 returnees since the peace accord was signed.

51. Under the regionalization concept it is expected that a UNHCR Regional Office for Southern Africa will be established on 1 August 1994 covering South Africa, Botswana, Namibia, Lesotho and Swaziland. As from 1 January 1995, it is proposed that the Branch Offices in Botswana and Swaziland and the UNHCR Offices in Namibia and Lesotho will be changed into Liaison Offices.

Regional Special Programmes

Mozambique Repatriation

52. Since the General Peace Agreement was signed in October 1992 peace has gradually been restored to Mozambique and the number of returnees has increased steadily. By April 1994, more than 880,000 Mozambicans had returned home, mainly to the provinces of Tete, Manica, Sofala and Zambezia. A large majority of refugees repatriating from Malawi returned spontaneously.

53. A Memorandum of Understanding between the Government of Mozambique and UNHCR was signed on 16 March 1993, laying the basic framework for the repatriation operation involving six countries of asylum (Malawi, South Africa, Swaziland, the

United Republic of Tanzania, Zambia and Zimbabwe). Agreements establishing Tripartite Commissions to oversee repatriation activities were also signed between Mozambique, UNHCR and the Governments of all six countries.

54. In April 1993 UNHCR finalized its three-year Plan of Operation for the repatriation and reintegration of more than 1.5 million Mozambican refugees, at a total estimated cost of $ 203.4 million, of which it was estimated $ 54.8 million would be required in 1993 (this does not include those refugees who may have settled spontaneously in countries such as Zimbabwe and the United Republic of Tanzania). In order to finance this special operation UNHCR launched an appeal for funds in May 1993. By the end of 1993, contributions from donors amounted to $ 51.5 million. In 1994, it was estimated initially that an amount of $ 100.2 million would be required by UNHCR for the repatriation and reintegration operation.

55. As of mid-1993 UNHCR increased staff, financial and material resources needed for repatriation and reintegration activities in the region. During the third quarter, UNHCR-organized repatriation began from Swaziland, Zimbabwe and Zambia.

56. Considerable momentum has been gained in the implementation of the peace agreement since the acceptance by all parties of the electoral law, (subsequently passed by Parliament) and the commencement of demobilization of Government and Resistência Nacional Mozambicana (RENAMO) forces. Consequently, UNHCR expects that in 1994 most of the refugees remaining in neighbouring countries may be able to return to Mozambique, many before the planting season next September. UNHCR therefore needs to accelerate the repatriation process and will have a 'window of opportunity' to do this between April when the 1994 harvest ends and September/October this year, when planting will commence and national elections are due to be held.

57. Experience gained in the preparatory phase of the operation in 1993 has led the office to adjust some of its planning assumptions. In particular, it is now recognized that the system of paying cash grants to refugees in order to encourage them to repatriate is not suitable for this operation. However, it is also felt that in the course of 1994 the potential for further major spontaneous return of refugees to Mozambique may be reduced and UNHCR will have to be more active in promoting repatriation. During 1994, it is planned, therefore, to undertake a major rehabilitation of access routes between Mozambique and countries of asylum, such as Malawi, and to make transport available to refugees, while at the same time allowing them to choose the desired date of repatriation.

58. In 1993, returnees in Mozambique were provided with food rations. This normally will last for about one year after return, during which time the refugees should, with some assistance, reach self-sufficiency in their own food production. In order to enhance the distribution and monitoring of food, the Government, UNHCR and the World Food Programme (WFP) delegated some distribution activities in 1993 to various NGOs, with whom agreements were signed. In this way, NGOs have been able to strengthen the existing distribution mechanisms which were established by the Departamento de Prevençao e Combate as Calamidades Naturais (DPCCN), the governmental logistics agency.

59. In 1993, returnees received tools to rebuild their homes and prepare land for cultivation. Seeds were also made available by UNHCR and other organizations for the 1993/94 agricultural season which started last October. All the seed and tool kits were given in the context of a nation-wide distribution programme developed by UNOHAC for all needy groups, whether internally displaced or returnees from outside the country. In total, before mid-October 1993, UNHCR had provided some 84,000 seeds and tool kits. In addition, as part of the overall United Nations programme, UNHCR provided plastic sheeting, jerrycans for drinking water and family tents.

60. De-mining of major repatriation routes is being undertaken under a programme supervised by UNOHAC and an important mine awareness training programme has been developed by UNHCR as part of its mass information campaign.

61. During the first few months of 1994, the repatriation from Swaziland proceeded very smoothly, and by June this year most of the refugees will have repatriated. From Zimbabwe, refugees are now being repatriated to Gaza, Manica and Tete provinces and it seems likely that the objective of repatriating up to 90,000 persons in 1994 can be achieved. Organized repatriation from Zambia is expected to recommence in July 1994 following a trial movement of some 2,400 in 1993. Although repatriation from the United Repulic of Tanzania has not yet started, preparatory activities are at an advanced stage and the completion of the repatriation of refugees from these two countries in 1994 is an achievable objective.

62. The organized repatriation of Mozambican Refugees from South Africa started in early 1994, and by April 1994 over 5,200 Mozambican refugees had repatriated.

63. The spontaneous return of refugees from Malawi continues. The practice of providing transport to those who are vulnerable or who are too far from home to get there by walking has led to an acceleration of repatriation from Malawi. It is now expected that some 300,000 persons will repatriate in 1994.

Horn of Africa

64. In early 1992 the Special Emergency Programme for the Horn of Africa (SEPHA), following a detailed and thorough analysis of a wide range of humanitarian concerns, launched a consolidated inter-agency appeal for funds. Eight United Nations agencies were involved in a broad range of programmes budgeted at over $ 1 billion. UNHCR's portion, covering needs in Ethiopia, Eritrea, the Sudan, Somalia, Djibouti and Kenya, was budgeted at some $ 134 million. However, in early 1992 needs in Somalia, while major, were just a shadow of what would be required in a few months time.

65. Donor response to UNHCR in 1992 and 1993 was generally good, although less so for some of the indispensable and complementary programmes, e.g. the facilitation of food security. Thus two years on, the region faces yet again major food deficits. Inevitably the events in Somalia made unanticipated fresh demands upon financial, material and staff resources.

66. With few exceptions UNHCR and agency staff had to work, plan and implement programmes in situations of great hardship and even greater insecurity. On several occasions offices in the cross-border programme in Somalia had to be vacated due to grave threats to personnel. One UNHCR staff member lost his life in 1994, other

staff were injured by mines, staff have been hijacked, and soldiers working with UNOSOM II and staff with voluntary agencies have been killed. Security considerations in parts of Ethiopia have also, at times, interrupted programme delivery.

67. In spite of this difficult background considerable progress towards objectives has been achieved. From Kenya all but 1,000 Ethiopian refugees have been repatriated and the UNHCR Offices in Walda and Banissa have been closed. In all some 60,000 Ethiopians have returned home. Some 90,000 Somali refugees have repatriated to date. The cross-border programme activity developed, support activities in home areas - 360 QIPs to date - to both absorb the returnees and to remove the need to seek refuge in Kenya. As a result of repatriation, camp closure and camp consolidation has been possible. Thirteen Somali camps have been reduced to ten with the closure of Habaswein, El Wak and Mandera. Liboi camp is scheduled to close by the end of June.

68. The Somali population in Kenya is now 220,000 and UNHCR plans to repatriate up to 50,000 during the remainder of 1994.

69. Fulfilment of these objectives depends upon the success or otherwise of inter-clan reconciliation talks in Kismayo, Mogadishu and other areas, which are yet to commence in a meaningful way. It also depends upon the extent of donor support for the cross-border operation, which is at an all time low. However, in the expectation that objectives can be met in full or in part, UNHCR is refocusing its human and material resources from the Gedo region of Somalia, where voluntaray repatriation has been successfully implemented, towards the middle and lower Juba regions.

70. UNHCR re-established its presence in North-West Somalia in March 1993 and, in cooperation with Government, United Nations and NGOs, has been laying a foundation of community assistance to benefit the estimated 300,000 persons who returned spontaneously over the past two to three years and to prepare the ground for the reabsorption of some 200,000 from Ethiopia and some 15,000 from Djibouti as well as approximately 30,000 from Yemen and various countries in the Horn of Africa. No organized repatriation has yet been given the green light by the North-West Somali authorities, who point to the general fragility of the socio-economic infrastructure as well as the particular problems of de-mining and demobilization.

71. With some 170 QIPs either completed or at various stages of implementation, in addition to the programmes of other agencies, UNHCR is of the view that further inputs should await the return of refugees to enable a more focused and particular response to the needs that will be demonstrated. With regard to de-mining, the UNHCR programme removed 30,000 pieces of explosives, mines and other ordnance during 1993 and handed over the main responsibility to UNOSOM II in January 1994. However, UNHCR continues to play a role in mine education awareness. It is now expected that UNDP and the German Agency for Technical Cooperation (GTZ) will take a more prominent role in demobilization, which they already do to a limited extent. UNHCR contributed tents and other relief materials to encourage the development of this project.

72. Land/property disputes are an obstacle to repatriation to the North-West Somalia, but this issue is expected to be resolved during elders' conferences in June 1994.

73. Such disputes are felt to be the major drawback to repatriation from Djibouti. As space and facilities permit, Somalis from Djibouti-Ville and other urban areas are being transfered to the camps. Some 10,000 Ethiopians, already screened by their authorities, are still awaiting the green light to go home. Repatriation of both Ethiopians and Somalis from Djibouti is expected to commence in the latter part of 1994.

74. The Government of Ethiopia, with the assistance of UNHCR and other agencies, continues the process of reabsorbing the returnees from Somalia, as well as demobilized soldiers and displaced persons. Included now are the 60,000 returnees from Kenya who arrived in 1993 and early 1994. Many returnees from Somalia congregated in the eastern region, where camps for Somali refugees are located and are thus difficult to distinguish from the refugee caseload. Differentiating between different caseloads in the eastern camps is now a major objective of the Government and UNHCR.

75. Some 13,000 Ethiopians repatriated from the Sudan in 1993 and another 10,000 by the second quarter of 1994. A further 20,000 are expected to return after rains in the latter part of 1994, leaving approximately 20,000 to be repatriated in 1995 to complete the repatriation of Ethiopians in camps.

76. In addition to implementing Ethiopian repatriation, UNHCR and the Sudanese authorities are preparing for the return of Eritreans. According to the Government of Eritrea some 88,000 repatriated spontaneously but 245,000 are waiting in camps in the Sudan with at least a further 100,000 living outside camps. Repatriation to Eritrea was planned within the framework of PROFERI. However, due to lack of donor response, the authorities are planning a scaled-down pilot project for 20,000 persons. One obstacle to initiating the repatriation has now been removed with the conclusion of a Memorandum of Understanding between the Government of Eritrea and the UNHCR. The onset of the rains will delay the repatriation until the third quarter for 1994 but, in the meantime, the Eritrean authorities have begun constructing reception facilities. The repatriation operation is projected over a three-year period.

Burundi and Rwanda Emergency Operation

Burundi Emergency

77. Severe ethnic conflicts in 1972, 1987, 1988, and 1991 had forced several hundred thousand Burundi refugees to seek asylum in Rwanda, the United Republic of Tanzania and Zaire. In 1993, Burundi was once again victim of a further, tragic upheaval.

78. Prior to the attempted coup and the killing of senior government Officials on 21 October 1993, Burundi had progressed in the building of democratic national institutions and the promotion of national reconciliation. This process culminated in elections in June 1993, and gave rise to hope that years of political rivalry and conflict had come to an end.

79. The assassination of President Ndadaye, and several ministers and government officials led to a widespread outburst of political and ethnic violence, mostly in rural areas and particularly in the north and east of the country. As at 1 November 1993, an estimated 273,000 persons had sought refuge in Rwanda, 245,000 in the United Republic of Tanzania and up to 60,000 in Zaire. The total of 578,000 represents nearly 10 per cent of the population of Burundi. The majority of the refugees are of Hutu origin. Some 80 per cent are women, children and elderly persons.

80. In Rwanda, most of the refugees were located in the southern part of the country in the five prefectures of Butare, Kigali, Gikongoro, Kibungo, and Cyangugu. In the United Republic of Tanzania, the majority of the refugees are located in the north-west, in the Kigoma region, mainly in the areas of Kasulu and Kagera. In Zaire, most had fled to Uvira region. In Burundi itself, many thousands of people have been displaced, including a number of refugees, mainly of Rwandese origin, who had been living in the north and east of the country, as well as in Bujumbura, for nearly 30 years.

81. UNHCR has taken prompt action, and Emergency Response Officers, aided by staff from offices in the region, made an initial assessment of urgent needs in Rwanda. Three Emergency Response Teams, comprising a total of 25 persons, went by special flight to Rwanda, the United Republic of Tanzania and Zaire to assess needs and organize the initial operational response. UNHCR worked with other United Nations agencies in the area, including WFP, UNDP, UNICEF, and WHO, to ensure that all sectors were covered. WFP pledged to supply the food needs for the Burundi refugees in Rwanda and the United Republic of Tanzania from November 1993 to July 1994. The total tonnage pledged was 89,000 at a cost of $ 22.5 million. In Zaire, WFP exceptionally authorized the local purchase of food through UNHCR. NGOs such as the International Federation of Red Cross and the Red Crescent Societies and Médecins sans Frontières (MSF) (Belgium, France and the Netherlands), already present in the three countries of asylum, started working immediately, particularly in shelter and health activities. Other NGOs were requested to participate in the relief programme as needed.

82. In addition of the placement of personnel, UNHCR flew in immediate relief items including vehicles, medical kits, field kits, telecommunications equipment and shelter materials. To cover the costs of initial relief measures, UNHCR resorted to its Emergency Fund for $ 7.9 million. In view of the large quantities of relief items which had to be procured internationally, donor participation in providing air freight capacity was a most welcome contribution to help reduce the freight costs involved.

83. UNHCR issued a Special Appeal in November 1993. It was estimated that at least $ 17 million would be needed for the first three months in order to cover the immediate supply of relief items and strengthen the staff in the region. In Burundi, UNHCR was also concerned with the protection of and assistance to displaced refugees of non-Burundi origin.

84. The election of President Ntaryamira on 13 January 1994, the beginning of the planting season and, in the United Republic of Tanzania, the beginning of transfers of refugees to camps situated more inland, encouraged many refugees to return spontaneously to Burundi mainly from the United Republic of Tanzania. UNHCR did

not promote voluntary repatriation since the security situation in Burundi did not provide the necessary guarantees for a safe and dignified return. However, by the end of February 1994, some 285,000 refugees had returned spontaneously to Burundi.

Rwanda Emergency

Overview

85. Following the plane crash at Kigali airport on 6 April 1994 that killed both the Rwandese and Burundi Presidents, Rwanda once again went through the traumatic experience of political and inter-ethnic violence, in which many thousands of people were killed. The deaths of the President and Prime Minister and the state of generalized violence and turmoil that ensued resulted in the evacuation of most of the staff of the United Nations agencies and humanitarian NGOs. The scope and character of the massacres in Rwanda remain a major concern for UNHCR and the Governments of the United Republic of Tanzania, Burundi, Zaire and Uganda, which have been obliged to grant asylum to large numbers of Rwandese refugees.

Refugee population

86. By June 1994, approximately 514,000 Rwandese had sought refuge in neighbouring countries (Burundi, the United Republic of Tanzania, Uganda, Zaire). This number was still increasing at a rate of a few thousand persons per week fleeing into the United Republic of Tanzania. The majority of the refugees are farmers from border provinces. There are relatively few civil servants or professionals. Several students with their teachers also crossed the borders.

Returnee population

87. The crisis situation in Rwanda caused the return of the majority of the Burundi refugees from that country. It is estimated that as of June 1994 only some 60,000 Burundi refugees remain in Rwanda. This, together with the large spontaneous returnee movement from the United Republic of Tanzania at the beginning of the year, necessitated the development of a large returnee assistance programme inside Burundi.

Asylum and Security

88. The Governments of Burundi, the United Republic of Tanzania, Uganda and Zaire have traditionally applied liberal and generous asylum policies. Despite the heavy burden, the limited resources to support government efforts to help refugees as well as the volatile security situation in some of the refugee camps, it is hoped that these countries will continue to keep their borders open. In order to permit them to fulfil their obligations, the international community needs to provide them with the necessary assistance and support.

89. Following security incidents in Benaco camp, the Tanzanian authorities are strengthening measures to protect UNHCR and other humanitarian workers. Measures being taken to relieve congestion in the camp sites should also improve security.

Emergency response and implementation arrangements

90. Early warning signals from Rwanda enabled UNHCR to undertake appropriate preparatory measures by deploying three emergency response teams and pre-positioning goods to the region starting mid-April 1994.

91. In close cooperation with DHA and other agencies such as WFP, the International Organizations for Migration (IOM), UNDP, United Nations Volunteers (UNV), UNICEF and WHO, UNHCR is now carrying out on a massive emergency assistance operation covering Burundi, the United Republic of Tanzania, Uganda and Zaire. As in other emergency operations, the early presence and involvement of numerous NGOs have been crucial to the response. Nevertheless, despite all efforts, logistics remain problematic. The impact of the very large numbers of refugees on the environment is a matter of concern and UNHCR is examining the measures necessary to ameliorate the situation.

Budget and Funding

92. On 9 May 1994, UNHCR issued an emergency appeal for $ 56.7 million to cover the initial cost of operations in the region for a three-month period. With the numbers of refugees rapidly increasing, revised requirements to mid-July totaled $ 74.6 million as of mid-June. While donor response has been generous, substantial additional funding will be needed once the requirements for the remainder of the year have been assessed and presented to the donors.

Assistance Measures

Food

93. WFP pledged food assistance for the Rwandese refugees in the Ngara and Karagwe regions of the United Republic of Tanzania from 1 May 1994 for an initial period of three months. A total of 19,531 metric tons of food worth some $ 9 million was pledged. Likewise, WFP has agreed to provide basic food for the Rwandese refugees in Burundi, Uganda and Zaire.

Non-food

94. By early June 1994, UNHCR had delivered to the camps in the United Republic of Tanzania a total of 259,760 blankets, 80,000 kitchen sets, 183,217 jerrycans, 80,000 plastic sheets, 25,000 sleeping mats, 197 metric tons of soap, 225,000 metres of sanitary material, 20 prefabricated warehouses, 24 light vehicles and 22 cargo trucks. Most of these items were airlifted to Mwanza, the United Republic of Tanzania, by UNHCR and supporting Governments.

95. For the assistance programme in Burundi, 162,000 blankets, 35,000 kitchen sets, 60,000 jerrycans, 50,070 plastic sheets, 25,000 sleeping mats, five prefabricated warehouses and nine vehicles were being delivered. For Zaire, 11,000 blankets, 2,700 kitchen sets, 4,400 jerrycans and 10,600 plastic sheets were procured.

96. In view of the small influx in Uganda, limited quantities of relief items were procured which include 6,000 jerrycans, 540 plastic sheets, and 5,000 sleeping mats.

Transport/Logistics

97. In the United Republic of Tanzania, locally hired trucks transported relief items from Mwanza to Ngara. In Ngara ten EMERCOM trucks from the Russian Federation and twelve trucks provided by UNHCR from the fleet formely used in Cambodia are delivering food and non-food items from the Benaco warehouse to the refugee sites. An additional 20 trucks are being purchased through EMERCOM. CARE is supervising the central warehouse in Benaco. In Burundi and Zaire, 29 UNHCR trucks under the management of GTZ are being utilised in the delivery of food and non-food items. The trucks are also being used in the transport of refugees and returnees. The Overseas Development Agency (ODA) provided equipment and personnel for off-loading aircraft delivering relief items to Mwanza.

Water

98. In Ngara, the United Republic of Tanzania, UNICEF has undertaken the drilling of boreholes, and water supply systems have been established through the combined efforts of OXFAM, MSF International and the Tanganyika Christian Refugee Service.

Health

99. According to reports by MSF-France, the crude mortality rate in Ngara remains low, at 0.51/10,000/day, and so far there are no signs of an outbreak of any epidemic. Meanwhile malaria and respiratory tract infections are the main causes of death. In general, the health situation in the other asylum countries is reported to be satisfactory and is similar to that of local populations.

Shelter and infrastructure

100. Refugees have already erected their own huts using grass and sticks which are covered by plastic sheets provided by UNHCR. Meanwhile, site development in the United Republic of Tanzania, which includes road construction as well as drainage of the camps, is estimated to cost $ 2.3 million and is being implemented by an Italian company. In view of the large refugee population, particularly in Benaco Camp, UNHCR and the Tanzanian Government identified three additional suitable sites for refugee settlement.

Contingency planning

101. In view of the ongoing fighting in Rwanda, UNHCR had put in place a contingency plan to provide non-food items for up to one million Rwandese refugees. The procurement of relief items was already initiated and emergency staffing was lined up. Considering the relatively long leadtime needed to ship relief items to the concerned areas as well as the high cost of air-freighting goods, it was agreed that the Office would explore possibilities for local purchase and pre-position certain stocks close to those areas likely to receive refugees. In addition, WFP was requested to undertake a comparable exercise to mobilize a stockpile of basic food commodities.

102. The relief items which would be pre-positioned mainly in Entebbe, Uganda, and Kigoma, the United Republic of Tanzania, include blankets, plastic sheeting, kitchen sets, jerrycans and prefabricated warehouses. Logistics options were being analysed to determine other locations for storage of relief items. Meanwhile, Mwanza airport is being repaired by ODA in view of the extensive use by heavy aircraft delivering relief items destined for Ngara and Karagwe. An assessment on the use of Goma airport in Zaire by heavy aircraft was also undertaken.

Recent developments

103. On 13 July 1994 another major influx of Rwandese refugees streamed into north and south Kivu, Zaire. One week later it was estimated that some 1,700,000 new refugees had sought asylum in Zaire. The relief assistance programme in the region had to be rapidly expanded. At the time of writing the additional financial requirements to support this operation were being assessed and for presentation to donors later in July 1994.

Prevention and solutions

104. The High Commissioner has appointed a Special Envoy for the Burundi and Rwanda crises to assess UNHCR's activities in the region, report thereon and provide advice and guidance where appropriate. In addition, the UNHCR Special Envoy is expected to follow closely and complement all efforts in the region aimed at providing relief to the victims of the crises and at finding durable solutions to the ongoing conflicts as well as to support initiatives aimed at avoiding a further deterioration of the situation.

105. The UNHCR Special Envoy will liaise with the United Nations and other involved agencies, the OAU, Governments of the neighbouring and other interested countries, as well as NGOs. It is hoped that the role being played by the OAU in conflict resolution initiatives complemented by the concerted efforts of the international communitiy will help to end the massive displacement of populations and will facilitate the repatriation of Rwandese and Burundi refugees.

ANNEX I
PROGRAMME SUPPORT & ADMINISTRATION (PSA) AND
PROJECT PERSONNEL (PPE) EXPENDITURE FOR 1993
(By country or area and object of expenditure, in thousands of United States dollars)

AFRICA

COUNTRY or AREA	SOURCE OF FUNDS	CATEGORY OF COSTS			OBJECTS OF EXPENDITURE					
		PSA	PPE	TOTAL	STAFF COSTS	TRAVEL	CONTRACT SERVICES	OPERATING EXPENSES	SUPPLIES & MATERIALS	OTHERS
Angola	SP	88	1,488	1,576	1,249	27		175	15	110
Botswana	GP	279	64	343	239	21	2	73	5	3
Burundi	GP	225	237	462	323	15		91	19	14
	SP	23		23	23					
Cameroon	GP	416	67	483	337	34		101	7	4
	SP	76		76	75	1				
Central African Rep.	GP		647	647	421	20		109	8	89
Cote d'Ivoire	GP		2,112	2,112	1,745	65		230	30	42
	SP	74		74	74					
Djibouti	GP	663	413	1,076	958	11		82	8	17
	SP		192	192	29	24		114	9	16
Ethiopia	GP	1,074	1,717	2,791	2,168	121	1	188	27	286
	SP	64	2,823	2,887	1,565	284		410	38	590
Guinea	GP		2,149	2,149	1,575	59		318	26	171
	SP	73		73	73					
Kenya	GP	723	4,576	5,299	4,067	292	14	715	128	83
	SP	199	2,897	3,096	2,505	118		324	28	121
Malawi	GP	495	1,824	2,319	1,951	85		226	18	39
	SP	89	987	1,076	526	72		257	21	200
Mozambique	SP	73	4,642	4,715	3,457	302	1	565	76	314
Rwanda	GP	275	678	953	490	106		173	20	164
	SP	83		83	83					
Senegal	GP	995	1,288	2,283	1,748	148		294	14	79
	SP	96		98	94	4				
Sierra Leone	GP		511	511	335	8		108	11	49
Somalia	SP		1,499	1,499	888	123		335	17	136
Sudan	GP	1,988	1,328	3,316	2,847	57	1	222	12	177
	SP	231	618	849	550	52		39		208
Swaziland	GP	476	76	552	486	9		54	3	
	SP	75	146	221	156	4		39	3	19
Uganda	GP	849	950	1,799	1,332	50		150	15	252
	SP	50		50	50					
United Republic of Tanzania	GP	508	383	891	670	29	1	146	5	40
	SP		73	73	2	7		59	1	4
Zaire	GP	1,125	1,226	2,351	1,740	169		240	36	166
	SP	59	101	160	158	2				
Zambia	GP	725	116	841	675	24		130	7	5
	SP	172	529	701	456	23		168	4	50
Zimbabwe	GP	281	213	494	385	26	1	57	3	22
	SP		373	373	239	47		60	5	22
West Africa	GP	233	1,835	2,068	1,095	86	0	318	43	526
	SP	114	1,552	1,666	931	65	0	265	17	388
Other countries	GP	167	464	631	365	20	30	139	12	65
	SP	0	1,122	1,122	875	71	0	164	12	0
SUB-TOTAL	GP	11,497	22,874	34,371	25,952	1,455	50	4,164	457	2,293
	SP	1,641	19,042	20,683	14,058	1,226	1	2,974	246	2,178
TOTAL		13,138	41,916	55,054	40,010	2,681	51	7,138	703	4,471

ANNEX I a
PROGRAMME DELIVERY (PD) COSTS
1994 REVISED BUDGET
(By country or area and object of expenditure, in thousands of United States dollars)

AFRICA

COUNTRY or AREA	SOURCES OF FUNDS			OBJECTS OF EXPENDITURE					
	GP	SP	TOTAL	STAFF COSTS	TRAVEL	CONTRACT SERVICES	OPERATING EXPENSES	SUPPLIES & MATERIALS	OTHERS
Angola		1,828	1,828	1,465	73		197	22	71
Burundi		2,204	2,204	1,767	59		147	38	193
Cameroon	381		381	222	30		99	10	20
Central African Rep.	847		847	627	30		111	24	55
Cote d'Ivoire	1,974		1,974	1,604	81	2	189	28	70
Djibouti	847	154	1,001	795	18		131	17	40
Eritrea		519	519	365	31	2	103	8	10
Ethiopia	2,960	2,324	5,284	3,400	489	44	640	161	550
Guinea	2,663		2,663	1,937	72	1	319	65	269
Kenya	4,233	5,197	9,430	7,060	461	36	1,153	297	423
Malawi	1,812	2,110	3,922	3,127	145	2	404	133	111
Mozambique		10,053	10,053	7,788	556	4	784	132	789
Rwanda		2,148	2,148	1,798	59		155	46	90
Senegal	1,649		1,649	1,031	148		261	40	169
Sierra Leone	462		462	324	25	1	69	16	27
Somalia		1,194	1,194	725	70	1	238	40	120
Sudan	2,992	657	3,649	2,483	110	2	300	48	706
Swaziland	285	234	519	404	16		68	14	17
Uganda	2,248	624	2,872	1,939	143	3	189	43	555
United Republic of Tanzania	954	3,604	4,558	3,547	229		340	72	370
Zaire	2,876	2,010	4,886	3,303	348	1	471	90	673
Zambia	595	576	1,171	874	69		166	34	28
Zimbabwe	360	919	1,279	1,014	110		116	14	25
West Africa	2,839	3,677	6,516	4,167	485	9	862	204	789
Other countries	1,611	2,876	4,487	3,065	646	6	552	88	130
TOTAL	32,588	42,908	75,496	54,831	4,503	114	8,064	1,684	6,300

ANNEX I a
PROGRAMME DELIVERY (PD) COSTS
1995 INITIAL BUDGET
(By country or area and object of expenditure, in thousands of United States dollars)

AFRICA

COUNTRY or AREA	SOURCES OF FUNDS			OBJECTS OF EXPENDITURE						VARIATION OVER 1994/REV + (-)
	GP	SP	TOTAL	STAFF COSTS	TRAVEL	CONTRACT SERVICES	OPERATING EXPENSES	SUPPLIES & MATERIALS	OTHERS	
Angola		1,886	1,886	1,588	43		184	20	51	58
Burundi		1,934	1,934	1,738	25		120	35	16	(270)
Cameroon	108		108	6	24		55	13	10	(273)
Central African Rep.	767		767	580	35		101	26	25	(80)
Cote d'Ivoire	1,690		1,690	1,343	82	3	193	26	43	(284)
Djibouti	794	152	946	809	18		94	15	10	(55)
Eritrea		520	520	401	25	1	79	8	6	1
Ethiopia	1,770	1,255	3,025	1,982	247	4	485	147	160	(2,259)
Guinea	2,654		2,654	2,051	75	1	294	63	170	(9)
Kenya	3,530	4,512	8,042	6,312	322	9	943	192	264	(1,388)
Malawi	1,762	1,486	3,248	2,512	180	2	378	135	41	(674)
Mozambique		8,595	8,595	7,142	495	4	695	97	162	(1,458)
Rwanda		504	504	303	19		143	24	15	(1,644)
Senegal	1,470		1,470	886	150		268	40	126	(179)
Sierra Leone	539		539	375	25	1	83	20	35	77
Somalia		1,043	1,043	674	70	1	188	40	70	(151)
Sudan	2,769	290	3,059	2,431	126	2	329	81	90	(590)
Swaziland	160	38	198	92	11		76	9	10	(321)
Uganda	2,223	140	2,363	2,091	47	2	119	32	72	(509)
United Republic of Tanzania	954	2,092	3,046	2,628	81		258	49	30	(1,512)
Zaire	2,743	1,154	3,897	3,118	213	1	377	93	95	(989)
Zambia	688	105	793	536	60		169	23	5	(378)
Zimbabwe	418	531	949	768	78		82	11	10	(330)
West Africa	1,664	3,661	5,325	3,542	379	7	788	216	393	(1,191)
Other countries	1,550	2,799	4,349	3,032	622	6	542	72	75	(138)
SUB-TOTAL	28,253	32,697	60,950	46,940	3,452	44	7,043	1,487	1,984	(14,546)
1995 (INITIAL)	28,253	32,697	60,950	46,940	3,452	44	7,043	1,487	1,984	
INCREASE (DECREASE)*	(4,335)	(10,211)	(14,546)	(7,891)	(1,051)	(70)	(1,021)	(197)	(4,316)	
1994 (REVISED)	32,588	42,908	75,496	54,831	4,503	114	8,064	1,684	6,300	

*1995 (INITIAL) against 1994 (REVISED)

ANNEX II a
PROGRAMME DELIVERY STAFFING REQUIREMENTS IN AFRICA
(in work-years)

AFRICA		1994 (revised)										1995 (initial)										Increase (decrease) over total
		D2 L7	D1 L6	P5 L5	P4 L4	P3 L3	P2 L2	s/Tot	NO	GS	TOT all	D2 L7	D1 L6	P5 L5	P4 L4	P3 L3	P2 L2	s/Tot	NO	GS	TOT all	
ANGOLA	PD-SP/TP	–	–	1.0	0.5	7.5	–	9.0	–	17.0	26.0	–	–	1.0	1.0	8.0	–	10.0	–	17.0	27.0	
	Total	0.0	0.0	1.0	0.5	7.5	0.0	9.0	0.0	17.0	26.0	0.0	0.0	1.0	1.0	8.0	0.0	10.0	0.0	17.0	27.0	1.0
BENIN	PD-GP/EP	–	–	1.0	–	3.0	1.0	5.0	1.0	9.0	15.0	–	–	1.0	–	3.0	1.0	5.0	1.0	9.0	15.0	
	PD-GP/TP	–	–	–	–	–	–	0.0	–	1.2	1.2	–	–	–	–	–	–	0.0	–	2.0	2.0	
	Total	0.0	0.0	1.0	0.0	3.0	1.0	5.0	1.0	10.2	16.2	0.0	0.0	1.0	0.0	3.0	1.0	5.0	1.0	11.0	17.0	0.8
BOTSWANA	PD-GP/EP	–	–	0.6	–	1.0	–	1.6	–	2.5	4.1	–	–	–	–	1.0	–	1.0	–	1.0	2.0	
	Total	0.0	0.0	0.6	0.0	1.0	0.0	1.6	0.0	2.5	4.1	0.0	0.0	0.0	0.0	1.0	0.0	1.0	0.0	1.0	2.0	(2.1)
BURUNDI	PD-SP/TP	–	–	–	3.8	4.9	5.2	13.9	1.0	42.0	56.9	–	–	–	3.0	5.3	7.0	15.3	1.0	58.3	74.6	
	Total	0.0	0.0	0.0	3.8	4.9	5.2	13.9	1.0	42.0	56.9	0.0	0.0	0.0	3.0	5.3	7.0	15.3	1.0	58.3	74.6	17.7
CAMEROON	PD-GP/EP	–	–	–	1.0	–	–	1.0	–	6.0	7.0	–	–	–	–	–	–	0.0	–	3.0	3.0	
	Total	0.0	0.0	0.0	1.0	0.0	0.0	1.0	0.0	6.0	7.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	3.0	3.0	(4.0)
CENTRAL	PD-GP/EP	–	–	1.0	–	2.0	–	3.0	–	7.0	10.0	–	–	1.0	–	2.0	–	3.0	–	7.0	10.0	
AFRICAN	PD-GP/TP	–	–	–	–	1.0	–	1.0	–	4.3	5.3	–	–	–	–	1.0	–	1.0	–	6.0	7.0	
REPUBLIC	Total	0.0	0.0	1.0	0.0	3.0	0.0	4.0	0.0	11.3	15.3	0.0	0.0	1.0	0.0	3.0	0.0	4.0	0.0	13.0	17.0	1.7
CONGO	PD-GP/EP	–	–	–	–	–	–	0.0	–	3.0	3.0	–	–	–	–	–	–	0.0	–	3.0	3.0	
	PD-GP/TP	–	–	–	1.0	–	–	1.0	–	3.5	4.5	–	–	–	1.0	–	–	1.0	–	4.0	5.0	
	Total	0.0	0.0	0.0	1.0	0.0	0.0	1.0	0.0	6.5	7.5	0.0	0.0	0.0	1.0	0.0	0.0	1.0	0.0	7.0	8.0	0.5
COTE	PD-GP/EP	–	1.0	–	2.0	–	–	3.0	1.0	10.0	14.0	–	1.0	–	2.0	–	–	3.0	1.0	10.0	14.0	
D'IVOIRE	PD-GP/TP	–	–	–	2.0	0.7	3.0	5.7	1.0	14.0	20.7	–	–	–	2.0	–	3.0	5.0	1.0	14.0	20.0	
	Total	0.0	1.0	0.0	4.0	0.7	3.0	8.7	2.0	24.0	34.7	0.0	1.0	0.0	4.0	0.0	3.0	8.0	2.0	24.0	34.0	(0.7)

AFRICA		1994 (revised)										1995 (initial)										Increase (decrease) over total
		D2 L7	D1 L6	P5 L5	P4 L4	P3 L3	P2 L2	s/Tot	NO	GS	TOT all	D2 L7	D1 L6	P5 L5	P4 L4	P3 L3	P2 L2	s/Tot	NO	GS	TOT all	
DJIBOUTI	PD-GP/EP	–	–	1.0	1.0	2.0	–	4.0	–	8.0	12.0	–	–	1.0	1.0	2.0	–	4.0	–	8.0	12.0	
	PD-SP/TP	–	–	–	–	–	–	0.0	–	3.3	3.3	–	–	–	–	–	–	0.0	–	5.0	5.0	
	Total	0.0	0.0	1.0	1.0	2.0	0.0	4.0	0.0	11.3	15.3	0.0	0.0	1.0	1.0	2.0	0.0	4.0	0.0	13.0	17.0	1.7
ETHIOPIA	PD-GP/EP	1.0	1.0	1.0	4.0	0.5	–	7.5	1.0	22.0	30.5	1.0	1.0	1.0	3.5	–	–	6.5	1.0	22.0	29.5	
	PD-GP/TP	–	–	1.0	1.0	3.0	1.0	6.0	–	48.5	54.5	–	–	0.5	1.0	2.5	1.0	5.0	–	39.0	44.0	
	PD-SP/TP	–	–	–	1.0	7.0	–	8.0	3.0	49.5	60.5	–	–	–	1.0	4.5	–	5.5	1.0	36.5	43.0	
	Total	1.0	1.0	2.0	6.0	10.5	1.0	21.5	4.0	120.0	145.5	1.0	1.0	1.5	5.5	7.0	1.0	17.0	2.0	97.5	116.5	(29.0)
ERITREA	PD-SP/TP	–	–	1.0	1.0	1.0	–	3.0	–	7.0	10.0	–	–	1.0	1.0	1.0	–	3.0	–	7.0	10.0	
	Total	0.0	0.0	1.0	1.0	1.0	0.0	3.0	0.0	7.0	10.0	0.0	0.0	1.0	1.0	1.0	0.0	3.0	0.0	7.0	10.0	0.0
GHANA	PD-GP/EP	–	–	–	1.0	1.0	–	2.0	2.0	8.0	12.0	–	–	–	1.0	1.0	–	2.0	2.0	8.0	12.0	
	PD-GP/TP	–	–	–	–	2.5	–	2.5	–	4.0	6.5	–	–	–	–	3.0	–	3.0	–	4.0	7.0	
	PD-SP/TP	–	–	–	–	–	–	0.0	1.0	4.0	5.0	–	–	–	–	–	–	0.0	1.0	4.0	5.0	
	Total	0.0	0.0	0.0	1.0	3.5	0.0	4.5	3.0	16.0	23.5	0.0	0.0	0.0	1.0	4.0	0.0	5.0	3.0	16.0	24.0	0.5
GUINEA	PD-GP/EP	–	1.0	1.0	1.0	1.0	–	4.0	2.0	9.0	15.0	–	1.0	1.0	1.0	1.0	–	4.0	2.0	9.0	15.0	
	PD-GP/TP	–	–	–	2.0	5.0	3.0	10.0	2.0	22.7	34.7	–	–	–	2.0	6.0	3.0	11.0	2.0	25.0	38.0	
	Total	0.0	1.0	1.0	3.0	6.0	3.0	14.0	4.0	31.7	49.7	0.0	1.0	1.0	3.0	7.0	3.0	15.0	4.0	34.0	53.0	3.3
KENYA	PD-GP/EP	1.0	–	1.0	3.0	6.4	–	11.4	1.0	27.3	39.7	1.0	–	1.0	3.0	5.2	–	10.2	1.0	26.0	37.2	
	PD-GP/TP	–	–	1.0	2.3	10.0	2.0	15.3	0.5	40.0	55.8	–	–	1.0	2.0	8.0	2.0	13.0	–	41.0	54.0	
	PD-SP/TP	–	–	0.6	–	1.6	–	2.2	–	4.5	6.7	–	–	1.0	–	1.0	–	2.0	–	3.0	5.0	
	Total	1.0	0.0	2.6	5.3	18.0	2.0	28.9	1.5	71.8	102.2	1.0	0.0	3.0	5.0	14.2	2.0	25.2	1.0	70.0	96.2	(6.0)
LIBERIA	PD-SP/TP	–	0.9	1.1	6.0	4.0	1.6	13.6	–	39.5	53.1	–	1.0	1.0	4.0	3.0	1.0	10.0	–	39.0	49.0	
	Total	0.0	0.9	1.1	6.0	4.0	1.6	13.6	0.0	39.5	53.1	0.0	1.0	1.0	4.0	3.0	1.0	10.0	0.0	39.0	49.0	(4.1)
LESOTHO	PD-GP/TP	–	–	–	–	–	–	0.0	1.0	–	1.0	–	–	–	–	–	–	0.0	1.0	–	1.0	
	Total	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	0.0	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	0.0	1.0	0.0

AFRICA		1994 (revised)										1995 (initial)										Increase (decrease) over total
		D2 L7	D1 L6	P5 L5	P4 L4	P3 L3	P2 L2	s/Tot	NO	GS	TOT all	D2 L7	D1 L6	P5 L5	P4 L4	P3 L3	P2 L2	s/Tot	NO	GS	TOT all	
MALAWI	PD-GP/EP	–	1.0	–	1.0	2.0	–	4.0	1.0	6.0	11.0	–	1.0	–	1.0	–	–	2.0	1.0	5.0	8.0	
	PD-GP/TP	–	–	1.0	3.0	1.0	1.0	6.0	–	25.0	31.0	–	–	1.0	2.5	1.0	1.0	5.5	–	22.0	27.5	
	PD-SP/TP	–	–	1.0	2.0	7.0	–	10.0	12.0	14.0	36.0	–	–	0.5	2.0	4.5	–	7.0	10.5	13.0	30.5	
	Total	0.0	1.0	2.0	6.0	10.0	1.0	20.0	13.0	45.0	78.0	0.0	1.0	1.5	5.5	5.5	1.0	14.5	11.5	40.0	66.0	(12.0)
MALI	PD-GP/TP	–	–	1.0	1.0	2.0	–	4.0	1.0	9.0	14.0	–	–	–	–	–	–	0.0	–	–	0.0	
	PD-SP/TP	–	–	–	–	–	–	0.0	–	–	0.0	–	–	1.0	1.0	2.0	–	4.0	1.0	9.0	14.0	
	Total	0.0	0.0	1.0	1.0	2.0	0.0	4.0	1.0	9.0	14.0	0.0	0.0	1.0	1.0	2.0	0.0	4.0	1.0	9.0	14.0	0.0
MOZAMBIQUE	PD-SP/TP	–	1.0	3.0	8.0	32.0	2.0	46.0	24.0	165.6	235.6	–	1.0	3.0	7.0	28.0	2.0	41.0	24.0	169.0	234.0	
	Total	0.0	1.0	3.0	8.0	32.0	2.0	46.0	24.0	165.6	235.6	0.0	1.0	3.0	7.0	28.0	2.0	41.0	24.0	169.0	234.0	(1.6)
NAMIBIA	PD-GP/EP	–	–	–	–	1.0	–	1.0	–	–	1.0	–	–	–	–	1.0	–	1.0	–	–	1.0	
	PD-GP/TP	–	–	–	–	–	–	0.0	–	1.0	1.0	–	–	–	–	–	–	0.0	–	1.0	1.0	
	Total	0.0	0.0	0.0	0.0	1.0	0.0	1.0	0.0	1.0	2.0	0.0	0.0	0.0	0.0	1.0	0.0	1.0	0.0	1.0	2.0	0.0
NIGERIA	PD-GP/EP	–	–	1.0	–	1.0	–	2.0	2.0	6.0	10.0	–	–	1.0	–	1.0	–	2.0	2.0	6.0	10.0	
	Total	0.0	0.0	1.0	0.0	1.0	0.0	2.0	2.0	6.0	10.0	0.0	0.0	1.0	0.0	1.0	0.0	2.0	2.0	6.0	10.0	0.0
RWANDA	PD-SP/TP	–	1.0	2.0	4.0	5.0	–	12.0	–	29.0	41.0	–	1.0	–	–	1.0	–	2.0	–	4.0	6.0	
	Total	0.0	1.0	2.0	4.0	5.0	0.0	12.0	0.0	29.0	41.0	0.0	1.0	0.0	0.0	1.0	0.0	2.0	0.0	4.0	6.0	(35.0)
SENEGAL	PD-GP/EP	–	1.0	1.0	2.0	1.0	–	5.0	1.0	9.0	15.0	–	1.0	1.0	2.0	1.0	–	5.0	1.0	9.0	15.0	
	PD-GP/TP	–	–	–	1.0	1.0	–	2.0	–	4.0	6.0	–	–	–	1.0	1.0	–	2.0	–	4.0	6.0	
	Total	0.0	1.0	1.0	3.0	2.0	0.0	7.0	1.0	13.0	21.0	0.0	1.0	1.0	3.0	2.0	0.0	7.0	1.0	13.0	21.0	0.0
SIERRA LEONE	PD-GP/EP	–	–	1.0	–	1.0	–	2.0	1.0	5.0	8.0	–	–	1.0	–	1.0	–	2.0	1.0	5.0	8.0	
	PD-GP/TP	–	–	–	–	0.5	–	0.5	–	–	0.5	–	–	–	–	1.0	–	1.0	–	–	1.0	
	Total	0.0	0.0	1.0	0.0	1.5	0.0	2.5	1.0	5.0	8.5	0.0	0.0	1.0	0.0	2.0	0.0	3.0	1.0	5.0	9.0	0.5
SOMALIA	PD-SP/TP	–	–	1.4	1.0	1.0	2.0	5.4	–	10.0	15.4	–	–	1.0	1.0	1.0	2.0	5.0	–	10.0	15.0	
	Total	0.0	0.0	1.4	1.0	1.0	2.0	5.4	0.0	10.0	15.4	0.0	0.0	1.0	1.0	1.0	2.0	5.0	0.0	10.0	15.0	(0.4)

AFRICA		1994 (revised)										1995 (initial)										Increase (decrease) over total
		D2 L7	D1 L6	P5 L5	P4 L4	P3 L3	P2 L2	s/Tot	NO	GS	TOT all	D2 L7	D1 L6	P5 L5	P4 L4	P3 L3	P2 L2	s/Tot	NO	GS	TOT all	
SOUTH AFRICA	PD-GP/EP	1.0	–	–	1.8	1.2	–	4.0	–	4.0	8.0	1.0	–	–	2.0	1.0	–	4.0	–	4.0	8.0	
	PD-SP/TP	–	–	1.0	1.0	7.0	2.0	11.0	1.0	53.2	65.2	–	–	1.0	1.0	7.0	2.0	11.0	1.0	57.0	69.0	
	Total	1.0	0.0	1.0	2.8	8.2	2.0	15.0	1.0	57.2	73.2	1.0	0.0	1.0	3.0	8.0	2.0	15.0	1.0	61.0	77.0	3.8
SUDAN	PD-GP/EP	1.0	–	1.0	2.0	3.0	2.0	9.0	–	25.0	34.0	1.0	–	1.0	2.0	3.0	2.0	9.0	–	25.0	34.0	
	PD-GP/TP	–	–	1.0	1.0	2.0	2.0	6.0	1.0	37.0	44.0	–	–	1.0	1.0	2.0	2.0	6.0	1.0	37.0	44.0	
	PD-SP/TP	–	–	–	–	2.0	–	2.0	–	1.0	3.0	–	–	–	–	2.0	–	2.0	–	1.0	3.0	
	Total	1.0	0.0	2.0	3.0	7.0	4.0	17.0	1.0	63.0	81.0	1.0	0.0	2.0	3.0	7.0	4.0	17.0	1.0	63.0	81.0	0.0
SWAZILAND	PD-GP/EP	–	–	1.0	–	1.0	–	2.0	1.0	4.7	7.7	–	–	–	–	1.0	–	1.0	–	–	1.0	
	PD-SP/TP	–	–	–	–	0.8	–	0.8	0.8	4.7	6.3	–	–	–	–	–	–	0.0	–	1.0	1.0	
	Total	0.0	0.0	1.0	0.0	1.8	0.0	2.8	1.8	9.4	14.0	0.0	0.0	0.0	0.0	1.0	0.0	1.0	0.0	1.0	2.0	(12.0)
TANZANIA	PD-GP/EP	–	0.7	1.0	1.0	1.3	–	4.0	1.0	5.0	10.0	–	1.0	1.0	1.0	1.0	–	4.0	1.0	5.0	10.0	
	PD-GP/TP	–	–	–	1.0	1.0	–	2.0	–	4.0	6.0	–	–	–	1.0	1.0	–	2.0	–	4.0	6.0	
	PD-SP/TP	–	–	0.6	7.7	11.9	0.5	20.7	1.6	68.4	90.7	–	–	1.0	14.0	16.0	1.0	32.0	2.0	96.0	130.0	
	Total	0.0	0.7	1.6	9.7	14.2	0.5	26.7	2.6	77.4	106.7	0.0	1.0	2.0	16.0	18.0	1.0	38.0	3.0	105.0	146.0	39.3
UGANDA	PD-GP/EP	–	–	1.0	1.0	3.0	–	5.0	–	15.4	20.4	–	–	1.0	1.0	3.0	–	5.0	–	15.0	20.0	
	PD-GP/TP	–	–	–	1.5	4.5	–	6.0	–	25.5	31.5	–	–	–	2.0	5.0	–	7.0	–	31.0	38.0	
	PD-SP/TP	–	–	–	–	1.2	–	1.2	0.5	4.2	5.9	–	–	–	–	1.4	–	1.4	1.0	7.3	9.7	
	Total	0.0	0.0	1.0	2.5	8.7	0.0	12.2	0.5	45.1	57.8	0.0	0.0	1.0	3.0	9.4	0.0	13.4	1.0	53.3	67.7	9.9
ZAIRE	PD-GP/EP	–	1.0	1.0	2.0	1.0	–	5.0	1.0	13.0	19.0	–	1.0	1.0	2.0	1.0	–	5.0	1.0	13.0	19.0	
	PD-GP/TP	–	–	–	1.8	1.0	1.2	4.0	1.0	29.7	34.7	–	–	–	2.0	–	1.0	3.0	–	19.0	22.0	
	PD-SP/TP	–	–	–	1.3	6.4	–	7.7	–	23.9	31.6	–	–	–	0.8	5.8	–	6.6	–	21.7	28.3	
	Total	0.0	1.0	1.0	5.1	8.4	1.2	16.7	2.0	66.6	85.3	0.0	1.0	1.0	4.8	6.8	1.0	14.6	1.0	53.7	69.3	(16.0)
ZAMBIA	PD-GP/EP	–	–	1.0	1.0	1.0	–	3.0	–	8.0	11.0	–	–	1.0	1.0	1.0	–	3.0	–	8.0	11.0	
	PD-GP/TP	–	–	–	–	–	–	0.0	0.5	1.2	1.7	–	–	–	–	–	–	0.0	1.0	2.0	3.0	
	PD-SP/TP	–	–	–	1.0	2.0	–	3.0	–	9.2	12.2	–	–	–	–	0.2	–	0.2	–	4.5	4.7	
	Total	0.0	0.0	1.0	2.0	3.0	0.0	6.0	0.5	18.4	24.9	0.0	0.0	1.0	1.0	1.2	0.0	3.2	1.0	14.5	18.7	(6.2)

AFRICA		1994 (revised)										1995 (initial)										Increase (decrease) over total
		D2 L7	D1 L6	P5 L5	P4 L4	P3 L3	P2 L2	s/Tot	NO	GS	TOT all	D2 L7	D1 L6	P5 L5	P4 L4	P3 L3	P2 L2	s/Tot	NO	GS	TOT all	
ZIMBABWE	PD-GP/EP	–	–	1.0	1.0	1.0	–	3.0	–	6.0	9.0	–	–	1.0	0.5	1.0	–	2.5	–	6.0	8.5	
	PD-SP/TP	–	–	–	1.0	4.0	1.0	6.0	5.8	15.0	26.8	–	–	–	–	3.3	0.5	3.8	5.0	14.2	23.0	
	Total	0.0	0.0	1.0	2.0	5.0	1.0	9.0	5.8	21.0	35.8	0.0	0.0	1.0	0.5	4.3	0.5	6.3	5.0	20.2	31.5	(4.3)
	PD-GP/EP	4.0	6.7	16.6	25.8	35.4	3.0	91.5	16.0	218.9	326.4	4.0	7.0	15.0	24.0	31.2	3.0	84.2	15.0	207.0	306.2	
	PD-GP/TP	0.0	0.0	5.0	18.6	35.2	13.2	72.0	8.0	274.6	354.6	0.0	0.0	3.5	17.5	31.5	13.0	65.5	6.0	255.0	326.5	
	PD-SP/TP	0.0	2.9	12.7	39.3	106.3	14.3	175.5	50.7	565.0	791.2	0.0	3.0	11.5	36.8	95.0	15.5	161.8	47.5	577.5	786.8	
GRAND TOTAL		4.0	9.6	34.3	83.7	176.9	30.5	339.0	74.7	1,058.5	1,472.2	4.0	10.0	30.0	78.3	157.7	31.5	311.5	68.5	1,039.5	1,419.5	(52.7)

PD = Programme Delivery
GP = General Programmes
SP = Special Programmes

EP = Established Posts
TP = Temporary Posts
NO = Professional National Officer
GS = General Service Staff

ANNEX I b
ADMINISTRATIVE SUPPORT (AS) COSTS
1994 REVISED BUDGET
(By country or area and object of expenditure, in thousands of United States dollars)

AFRICA

COUNTRY or AREA	SOURCES OF FUNDS			OBJECTS OF EXPENDITURE					
	GP	SP	TOTAL	STAFF COSTS	TRAVEL	CONTRACT SERVICES	OPERATING EXPENSES	SUPPLIES & MATERIALS	OTHERS
Angola		246	246	186	12		38	4	6
Burundi		277	277	197	4	1	10	3	62
Cameroon	56	30	86	58	1	1	14	2	10
Central African Rep.	33		33	13			8	2	10
Cote d'Ivoire	390	67	457	375	12	1	17	2	50
Djibouti	188	31	219	181		2	32	4	
Eritrea		138	138	101	10		25	2	
Ethiopia	595	221	816	545	41	8	140	29	53
Guinea	275	67	342	267	8		34	5	28
Kenya	1,364	427	1,791	1,245	105	16	285	95	45
Malawi	93	360	453	328	40	9	43	17	16
Mozambique		1,378	1,378	1,098	108	20	125	16	11
Rwanda		361	361	294	5		35	8	19
Senegal	436	22	458	298	41		84	10	25
Sierra Leone	35		35	14			17	4	
Sudan	775	296	1,071	720	38	3	186	9	115
Swaziland	48	59	107	68	4		33	2	
Uganda	320	72	392	272	5	3	32	5	75
United Republic of Tanzania	109	148	257	142	6	1	77	8	23
Zaire	276	72	348	244	21	1	61	15	6
Zambia	276	112	388	199	38	1	109	9	32
Zimbabwe	40	172	212	180		1	18	6	7
West Africa	298	816	1,114	643	97	0	165	40	169
Other countries	519	331	850	479	114	33	158	21	45
TOTAL	6,126	5,703	11,829	8,147	710	101	1,746	318	807

ANNEX I b
ADMINISTRATIVE SUPPORT (AS) COSTS
1995 INITIAL BUDGET
(By country or area and object of expenditure, in thousands of United States dollars)

AFRICA

COUNTRY or AREA	SOURCES OF FUNDS			OBJECTS OF EXPENDITURE						VARIATION OVER 1994/REV + (-)
	GP	SP	TOTAL	STAFF COSTS	TRAVEL	CONTRACT SERVICES	OPERATING EXPENSES	SUPPLIES & MATERIALS	OTHERS	
Angola		288	288	187	22		57	11	11	42
Burundi		205	205	177	4		15	4	5	(72)
Cameroon	44	30	74	31	7	1	35			(12)
Central African Rep.	47		47	13	10	0	19	0	5	14
Cote d'Ivoire	131	67	198	196	2					(259)
Djibouti	242	53	295	251	0	2	36	6		76
Eritrea		181	181	103	38	2	33	2	3	43
Ethiopia	684	151	835	481	85	9	171	34	55	19
Guinea	289	67	356	278	6		41	6	25	14
Kenya	1,137	372	1,509	1,211	36	11	158	33	60	(282)
Malawi	82	204	286	208	4		53	11	10	(167)
Mozambique		1,143	1,143	1,015	7		108	13		(235)
Rwanda		126	126	68	2		29	3	24	(235)
Senegal	378	22	400	275	31		83	9	2	(58)
Sierra Leone	13		13	13						(22)
Sudan	618	273	891	712	33	2	109	10	25	(180)
Swaziland	40	53	93	54	5		27	7		(14)
Uganda	307	72	379	283	7	2	40	7	40	(13)
United Republic of Tanzania	140	99	239	137		1	70	8	23	(18)
Zaire	280	37	317	213	25	1	61	11	6	(31)
Zambia	265	61	326	192	24	1	77	11	21	(62)
Zimbabwe	66	117	183	110	23	1	41	8		(29)
West Africa	178	693	871	637	49	0	126	29	30	(243)
Other countries	462	370	832	483	134	33	126	25	31	(18)
SUB-TOTAL	5,403	4,684	10,087	7,328	554	66	1,515	248	376	(1,742)

1995 (INITIAL)	5,403	4,684	10,087	7,328	554	66	1,515	248	376	
INCREASE (DECREASE)*	(723)	(1,019)	(1,742)	(819)	(156)	(35)	(231)	(70)	(431)	
1994 (REVISED)	6,126	5,703	11,829	8,147	710	101	1,746	318	807	

*1995 (INITIAL) against 1994 (REVISED)

ANNEX II b

ADMINISTRATIVE SUPPORT STAFFING REQUIREMENTS IN AFRICA

(in work-years)

AFRICA		1994 (revised)											1995 (initial)											Increase (decrease) over total (excl.JPO)
		D2 L7	D1 L6	P5 L5	P4 L4	P3 L3	P2 L2	s/Tot	NO	GS	TOT all	JPO	D2 L7	D1 L6	P5 L5	P4 L4	P3 L3	P2 L2	s/Tot	NO	GS	TOT all	JPO	
ANGOLA	AS-SP/TP	–	–	–	–	1.0	–	1.0	–	3.0	4.0		–	–	–	–	1.0	–	1.0	–	3.0	4.0		
	Total	0.0	0.0	0.0	0.0	1.0	0.0	1.0	0.0	3.0	4.0	0.0	0.0	0.0	0.0	0.0	1.0	0.0	1.0	0.0	3.0	4.0	0.0	0.0
BENIN	AS-GP/EP	–	–	–	–	–	1.0	1.0	–	2.0	3.0		–	–	–	–	–	1.0	1.0	–	2.0	3.0		
	AS-SP/TP	–	–	–	–	–	–	0.0	–	–	0.0	1.0	–	–	–	–	–	–	0.0	–	–	0.0	0.5	
	Total	0.0	0.0	0.0	0.0	0.0	1.0	1.0	0.0	2.0	3.0	1.0	0.0	0.0	0.0	0.0	0.0	1.0	1.0	0.0	2.0	3.0	0.5	0.0
BOTSWANA	AS-GP/EP	–	–	–	–	–	–	0.0	–	2.0	2.0		–	–	–	–	–	–	0.0	–	1.0	1.0		
	Total	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.0	2.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	1.0	0.0	(1.0)
BURUNDI	AS-SP/TP	–	–	–	–	0.7	–	0.7	–	1.0	1.7	1.0	–	–	–	–	1.0	–	1.0	–	1.0	2.0	0.1	
	Total	0.0	0.0	0.0	0.0	0.7	0.0	0.7	0.0	1.0	1.7	1.0	0.0	0.0	0.0	0.0	1.0	0.0	1.0	0.0	1.0	2.0	0.1	0.3
CAMEROON	AS-GP/EP	–	–	–	–	–	–	0.0	–	1.0	1.0		–	–	–	–	–	–	0.0	–	–	0.0		
	AS-SP/TP	–	–	–	–	–	–	0.0	–	–	0.0	1.0	–	–	–	–	–	–	0.0	–	–	0.0	0.3	
	Total	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	1.0	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.3	(1.0)
CENT. AFRIC. REPUBLIC	AS-GP/EP	–	–	–	–	–	–	0.0	–	1.0	1.0		–	–	–	–	–	–	0.0	–	1.0	1.0		
	Total	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	1.0	0.0	0.0
CONGO	AS-GP/EP	–	–	–	–	–	–	0.0	–	0.5	0.5		–	–	–	–	–	–	0.0	–	–	0.0		
	Total	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.5	0.5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	(0.5)
COTE D'IVOIRE	AS-GP/EP	–	–	–	–	–	1.0	1.0	–	1.0	2.0		–	–	–	–	–	1.0	1.0	–	1.0	2.0		
	AS-GP/TP	–	–	–	–	–	–	0.0	–	0.6	0.6		–	–	–	–	–	–	0.0	–	1.0	1.0		
	AS-SP/TP	–	–	–	–	–	–	0.0	–	–	0.0	1.0	–	–	–	–	–	–	0.0	–	–	0.0	0.4	
	Total	0.0	0.0	0.0	0.0	0.0	1.0	1.0	0.0	1.6	2.6	1.0	0.0	0.0	0.0	0.0	0.0	1.0	1.0	0.0	2.0	3.0	0.4	0.4
DJIBOUTI	AS-GP/EP	–	–	–	–	–	–	0.0	–	3.0	3.0		–	–	–	–	–	–	0.0	–	3.0	3.0		
	AS-GP/TP	–	–	–	–	0.5	–	0.5	–	–	0.5		–	–	–	–	1.0	–	1.0	–	–	1.0		
	AS-SP/TP	–	–	–	–	–	–	0.0	–	1.2	1.2		–	–	–	–	–	–	0.0	–	2.0	2.0		
	Total	0.0	0.0	0.0	0.0	0.5	0.0	0.5	0.0	4.2	4.7	0.0	0.0	0.0	0.0	0.0	1.0	0.0	1.0	0.0	5.0	6.0	0.0	1.3

AFRICA		1994 (revised)											1995 (initial)											Increase (decrease) over total (excl.JPO)
		D2 L7	D1 L6	P5 L5	P4 L4	P3 L3	P2 L2	s/Tot	NO	GS	TOT all	JPO	D2 L7	D1 L6	P5 L5	P4 L4	P3 L3	P2 L2	s/Tot	NO	GS	TOT all	JPO	
ETHIOPIA	AS-GP/EP	–	–	1.0	–	1.0	–	2.0	–	13.0	15.0		–	–	1.0	–	1.0	–	2.0	–	12.5	14.5		
	AS-AS/TP	–	–	–	–	1.0	–	1.0	–	7.0	8.0		–	–	–	–	0.5	–	0.5	–	6.0	6.5		
	Total	0.0	0.0	1.0	0.0	2.0	0.0	3.0	0.0	20.0	23.0	0.0	0.0	0.0	1.0	0.0	1.5	0.0	2.5	0.0	18.5	21.0	0.0	(2.0)
ERITREA	AS-SP/TP	–	–	–	–	1.0	–	1.0	–	2.0	3.0		–	–	–	–	1.0	–	1.0	–	2.0	3.0		
	Total	0.0	0.0	0.0	0.0	1.0	0.0	1.0	0.0	2.0	3.0	0.0	0.0	0.0	0.0	0.0	1.0	0.0	1.0	0.0	2.0	3.0	0.0	0.0
GHANA	AS-GP/EP	–	–	–	–	–	–	0.0	–	3.0	3.0		–	–	–	–	–	–	0.0	–	3.0	3.0		
	AS-SP/TP	–	–	–	–	–	–	0.0	–	1.0	1.0	0.8	–	–	–	–	–	–	0.0	–	1.0	1.0		
	Total	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	4.0	4.0	0.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	4.0	4.0	0.0	0.0
GUINEA	AS-GP/EP	–	–	–	–	1.0	1.0	2.0	–	1.0	3.0		–	–	–	–	1.0	1.0	2.0	–	1.0	3.0		
	AS-GP/TP	–	–	–	–	–	–	0.0	–	0.6	0.6		–	–	–	–	–	–	0.0	–	1.0	1.0		
	AS-SP/TP	–	–	–	–	–	–	0.0	–	–	0.0	0.7	–	–	–	–	–	–	0.0	–	–	0.0		
	Total	0.0	0.0	0.0	0.0	1.0	1.0	2.0	0.0	1.6	3.6	0.7	0.0	0.0	0.0	0.0	1.0	1.0	2.0	0.0	2.0	4.0	0.0	0.4
KENYA	AS-GP/EP	–	–	1.0	–	6.0	–	7.0	–	20.4	27.4		–	–	1.0	–	6.0	–	7.0	–	17.0	24.0		
	AS-GP/TP	–	–	–	–	–	–	0.0	–	0.6	0.6		–	–	–	–	–	–	0.0	–	2.0	2.0		
	AS-SP/TP	–	–	–	1.0	–	–	1.0	–	3.0	4.0	3.4	–	–	–	1.0	–	–	1.0	–	2.0	3.0		
	Total	0.0	0.0	1.0	1.0	6.0	0.0	8.0	0.0	24.0	32.0	3.4	0.0	0.0	1.0	1.0	6.0	0.0	8.0	0.0	21.0	29.0	0.0	(3.0)
LIBERIA	AS-SP/TP	–	–	–	–	2.0	–	2.0	–	6.0	8.0		–	–	–	–	2.0	–	2.0	–	6.0	8.0		
	Total	0.0	0.0	0.0	0.0	2.0	0.0	2.0	0.0	6.0	8.0	0.0	0.0	0.0	0.0	0.0	2.0	0.0	2.0	0.0	6.0	8.0	0.0	0.0
MALAWI	AS-GP/EP	–	–	–	–	–	–	0.0	–	2.0	2.0		–	–	–	–	–	–	0.0	–	2.0	2.0		
	AS-SP/TP	–	–	–	–	1.0	1.0	2.0	–	2.5	4.5	0.8	–	–	–	–	0.5	–	0.5	–	2.0	2.5		
	Total	0.0	0.0	0.0	0.0	1.0	1.0	2.0	0.0	4.5	6.5	0.8	0.0	0.0	0.0	0.0	0.5	0.0	0.5	0.0	4.0	4.5	0.0	(2.0)
MOZAMBIQUE	AS-SP/TP	–	–	–	1.0	2.0	2.0	5.0	–	16.0	21.0	1.7	–	–	–	1.0	2.0	2.0	5.0	–	16.0	21.0		
	Total	0.0	0.0	0.0	1.0	2.0	2.0	5.0	0.0	16.0	21.0	1.7	0.0	0.0	0.0	1.0	2.0	2.0	5.0	0.0	16.0	21.0	0.0	0.0
NAMIBIA	AS-GP/TP	–	–	–	–	–	–	0.0	–	1.0	1.0		–	–	–	–	–	–	0.0	–	1.0	1.0		
	Total	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	1.0	0.0	0.0

AFRICA		1994 (revised)											1995 (initial)											Increase (decrease) over total (excl.JPO)
		D2 L7	D1 L6	P5 L5	P4 L4	P3 L3	P2 L2	s/Tot	NO	GS	TOT all	JPO	D2 L7	D1 L6	P5 L5	P4 L4	P3 L3	P2 L2	s/Tot	NO	GS	TOT all	JPO	
NIGERIA	AS-GP/EP	–	–	–	–	–	–	0.0	–	4.0	4.0		–	–	–	–	–	–	0.0	–	4.0	4.0		
	AS-SP/TP	–	–	–	–	–	–	0.0	–	–	0.0	1.0	–	–	–	–	–	–	0.0	–	–	0.0	0.1	
	Total	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	4.0	4.0	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	4.0	4.0	0.1	0.0
RWANDA	AS-SP/TP	–	–	–	1.0	–	–	1.0	–	5.0	6.0	0.4	–	–	–	–	–	–	0.0	–	1.0	1.0		
	Total	0.0	0.0	0.0	1.0	0.0	0.0	1.0	0.0	5.0	6.0	0.4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	1.0	0.0	(5.0)
SENEGAL	AS-GP/EP	–	–	–	–	1.0	1.0	2.0	–	5.0	7.0				–	–	1.0	1.0	2.0	–	5.0	7.0		
	AS-SP/TP	–	–	–	–	–	–	0.0	–	–	0.0	1.0	–	–	–	–	–	–	0.0	–	–	0.0	0.3	
	Total	0.0	0.0	0.0	0.0	1.0	1.0	2.0	0.0	5.0	7.0	1.0	0.0	0.0	0.0	0.0	1.0	1.0	2.0	0.0	5.0	7.0	0.3	0.0
SIERRA LEONE	AS-GP/EP	–	–	–	–	–	–	0.0	–	2.0	2.0		–	–	–	–	–	–	0.0	–	2.0	2.0		
	Total	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.0	2.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.0	2.0	0.0	0.0
SOUTH AFRICA	AS-GP/EP	–	–	–	–	1.0	–	1.0	–	3.0	4.0		–	–	–	–	1.0	–	1.0	–	3.0	4.0		
	AS-SP/TP	–	–	–	–	2.0	–	2.0	–	4.0	6.0		–	–	–	–	2.0	–	2.0	–	4.0	6.0		
	Total	0.0	0.0	0.0	0.0	3.0	0.0	3.0	0.0	7.0	10.0	0.0	0.0	0.0	0.0	0.0	3.0	0.0	3.0	0.0	7.0	10.0	0.0	0.0
SUDAN	AS-GP/EP	–	–	–	1.0	1.0	–	2.0	–	16.0	18.0		–	–	–	1.0	1.0	–	2.0	–	16.0	18.0		
	AS-SP/TP	–	–	–	–	–	1.0	1.0	–	–	1.0	2.3	–	–	–	–	–	1.0	1.0	–	–	1.0	0.5	
	Total	0.0	0.0	0.0	1.0	1.0	1.0	3.0	0.0	16.0	19.0	2.3	0.0	0.0	0.0	1.0	1.0	1.0	3.0	0.0	16.0	19.0	0.5	0.0
SWAZILAND	AS-GP/EP	–	–	–	–	–	–	0.0	–	1.7	1.7		–	–	–	–	–	–	0.0	–	1.0	1.0		
	AS-SP/TP	–	–	–	–	–	–	0.0	–	0.8	0.8	1.0	–	–	–	–	–	–	0.0	–	–	0.0	0.3	
	Total	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.5	2.5	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	1.0	0.3	(1.5)
TANZANIA	AS-GP/EP	–	–	–	–	–	–	0.0	–	6.0	6.0					–	–	–	0.0	–	6.0	6.0		
	AS-SP/TP	–	–	–	–	1.0	–	1.0	–	3.6	4.6					–	1.0	–	1.0	–	3.0	4.0		
	Total	0.0	0.0	0.0	0.0	1.0	0.0	1.0	0.0	9.6	10.6	0.0	0.0	0.0	0.0	0.0	1.0	0.0	1.0	0.0	9.0	10.0	0.0	(0.6)
UGANDA	AS-GP/EP	–	–	–	–	1.0	–	1.0	–	6.0	7.0		–	–	–	–	1.0	–	1.0	–	6.0	7.0		
	AS-GP/TP	–	–	–	–	–	–	0.0	–	1.1	1.1		–	–	–	–	–	–	0.0	–	2.0	2.0		
	AS-SP/TP	–	–	–	–	–	–	0.0	–	–	0.0	0.7	–	–	–	–	–	–	0.0	–	–	0.0		
	Total	0.0	0.0	0.0	0.0	1.0	0.0	1.0	0.0	7.1	8.1	0.7	0.0	0.0	0.0	0.0	1.0	0.0	1.0	0.0	8.0	9.0	0.0	0.9

AFRICA		1994 (revised)											1995 (initial)											Increase (decrease) over total (excl.JPO)
		D2 L7	D1 L6	P5 L5	P4 L4	P3 L3	P2 L2	s/Tot	NO	GS	TOT all	JPO	D2 L7	D1 L6	P5 L5	P4 L4	P3 L3	P2 L2	s/Tot	NO	GS	TOT all	JPO	
ZAIRE	AS-GP/EP	–	–	–	–	1.0	–	1.0	–	4.0	5.0		–	–	–	–	1.0	–	1.0	–	4.0	5.0		
	AS-SP/TP	–	–	–	–	–	–	0.0	–	–	0.0	1.4	–	–	–	–	–	–	0.0	–	–	0.0	0.5	
	Total	0.0	0.0	0.0	0.0	1.0	0.0	1.0	0.0	4.0	5.0	1.4	0.0	0.0	0.0	0.0	1.0	0.0	1.0	0.0	4.0	5.0	0.5	0.0
ZAMBIA	AS-GP/EP	–	–	–	–	1.0	–	1.0	–	4.0	5.0		–	–	–	–	1.0	–	1.0	–	4.0	5.0		
	AS-SP/TP	–	–	–	–	–	–	0.0	–	3.0	3.0	1.7	–	–	–	–	–	–	0.0	–	2.0	2.0		
	Total	0.0	0.0	0.0	0.0	1.0	0.0	1.0	0.0	7.0	8.0	1.7	0.0	0.0	0.0	0.0	1.0	0.0	1.0	0.0	6.0	7.0	0.0	(1.0)
ZIMBABWE	AS-GP/EP	–	–	–	–	–	–	0.0	–	2.0	2.0		–	–	–	–	–	–	0.0	–	2.0	2.0		
	AS-SP/TP	–	–	–	–	2.0	–	2.0	–	1.0	3.0		–	–	–	–	1.0	–	1.0	–	1.0	2.0		
	Total	0.0	0.0	0.0	0.0	2.0	0.0	2.0	0.0	3.0	5.0	0.0	0.0	0.0	0.0	0.0	1.0	0.0	1.0	0.0	3.0	4.0	0.0	(1.0)
TOTAL	AS-GP/EP	0.0	0.0	2.0	1.0	14.0	4.0	21.0	0.0	103.6	124.6	0.0	0.0	0.0	2.0	1.0	14.0	4.0	21.0	0.0	96.5	117.5	0.0	
	AS-GP/TP	0.0	0.0	0.0	0.0	0.5	0.0	0.5	0.0	3.9	4.4	0.0	0.0	0.0	0.0	0.0	1.0	0.0	1.0	0.0	7.0	8.0	0.0	
	AS-SP/TP	0.0	0.0	0.0	3.0	13.7	4.0	20.7	0.0	60.1	80.8	20.9	0.0	0.0	0.0	2.0	12.0	3.0	17.0	0.0	52.0	69.0	3.0	
GRAND TOTAL		0.0	0.0	2.0	4.0	28.2	8.0	42.2	0.0	167.6	209.8	20.9	0.0	0.0	2.0	3.0	27.0	7.0	39.0	0.0	155.5	194.5	3.0	(15.3)

AS = Administrative support
GP = General Programmes
SP = Special Programmes
EP = Established Posts
TP = Temporary Posts

JPO = Junior Professional Officer
NO = Professional National Officer
GS = General Service Staff